

REPORTING INAPPROPRIATE WORKPLACE BEHAVIOURS USING WHISPLI

Your questions answered

1. What is Whispli?

Whispli is an online reporting tool designed to provide a safe space to report inappropriate or unlawful workplace behaviours like sexual harassment.

All reporting is confidential. You choose whether you want to report anonymously or reveal your identity.

2. How does Whispli work?

Through Whispli you can make a report online, via a secure and encrypted platform. You can use Whispli on a computer or any mobile device.

When you make a report, you choose if you want to be anonymous

- 1 Once you start your report, you can upload files, save it as a draft to finish later and submit it **whenever you are ready**.
- 2 As soon as your report is submitted, your report will be assigned a random avatar. You then start 'chatting' with a case manager from the OD team, whether you've chosen to do so anonymously or not. This is done through a secure **Whispli inbox**. You can also download the Whispli app to send messages and receive notifications, so you never miss an update
- 3 You can check the status of your report at any time in your secure inbox. Once a report is made, further information might be required to address the report fully.

Until, and if, you choose to disclose your identity, the OD team member will have no idea who they are exchanging messages with.

3. Is my identity really anonymous when using Whispli?

Yes, unless you choose to identify yourself. Greater Dandenong will never see your username or email. Whispli assigns you a randomly generated avatar for each report you create.

Your IP address is deleted every single time from Whispli's servers or logs. They also use high-grade AES256 encryption to protect your data. In order for you to not store your visit to Whispli on your browser history, we recommend you to use [private browsing mode](#), a [VPN](#) and/or [TOR browser](#).

If you upload anything like images, documents or files, [Whispli removes any identifying metadata from most file types shared via Whispli](#).

4. What happens when a report is made?

People have always been able to make complaints (including anonymous complaints) before Whispli – so nothing changes in that regard. This is simply another option that we hope will encourage more people to speak up because they can remain anonymous.

Any reports that are received will be dealt with in accordance with Council's existing policies, including *Workplace Behavioural Concerns Resolution Policy*, *Workplace Behavioural Concerns Investigation Procedure and Performance and Behavioural Issues Policy*.

Any investigation carried out under Council policy will be conducted in accordance with due process to ensure the principles of natural justice and procedural fairness are adhered to. This requires that a person receives a fair and unbiased process before any decision that will impact on their rights or interests is made. What constitutes a fair and unbiased process will vary from case to case according to circumstances.

The following principles are commonly understood to elaborate the process of natural justice and they inform the handling of complaints at Council. They are identified by the Victorian Equal Opportunity and Human Rights Commission (VEOHRC).

- The person who is the subject of the complaint must be treated as innocent;
- The respondent must be told of all the allegations in relation to their behaviour;
- The respondent must have a full opportunity and a reasonable time period in which to explain their version of events;
- All parties to the complaint must have the right to be heard;
- All relevant submissions and evidence must be considered;
- The employer must not take into account matters that are not relevant.

Anonymous reporting can limit what outcomes and actions can be taken in response to a report like hindering the ability to conduct a thorough investigation. Anonymity can also make it harder to ensure the well-being and safety of the reporter or victim. Your designated case manager will discuss the advantages and disadvantages with you during the process via Whispli's anonymous chat function.

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Until, and if, you choose to disclose your identity, the OD team member will have no idea who they are exchanging messages with. Similarly, you will not know the identity of the OD Consultant you are chatting with.

If your report is about sexual harassment and other inappropriate behaviour, please make two separate reports.

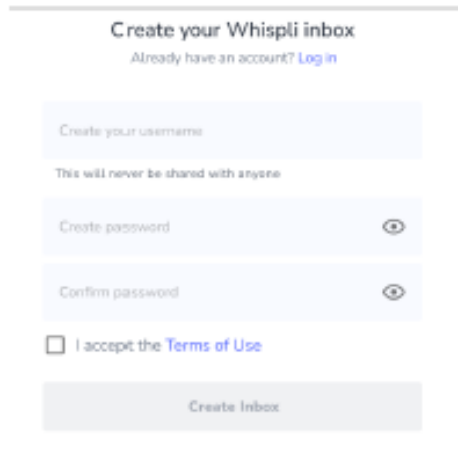
To make a report from the Whispli landing page

Click either depending on what you're reporting.

Sexual Harassment

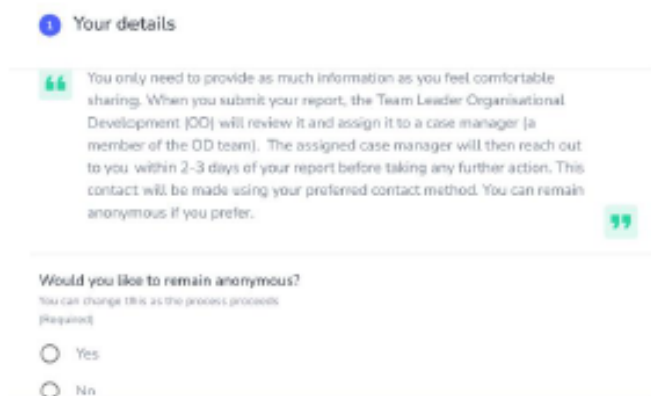
Other inappropriate behaviour

You will be asked to create a Whispli inbox



The screenshot shows a form titled 'Create your Whispli inbox' with a link 'Already have an account? Log in'. The form includes fields for 'Create your username' (with a note 'This will never be shared with anyone'), 'Create password', and 'Confirm password'. There is a checkbox for 'I accept the Terms of Use' and a 'Create Inbox' button at the bottom.

Once your inbox is created you be asked to start your report. You can provide a much information you feel comfortable to share



The screenshot shows the 'Your details' section of the report form. It includes an information icon and a paragraph explaining that users only need to provide as much information as they feel comfortable sharing. It mentions that the Team Leader Organisational Development (OD) will review the report and assign it to a case manager (a member of the OD team), who will then reach out to the user within 2-3 days. A green speech bubble icon is also present. Below this, there is a question 'Would you like to remain anonymous?' with a note 'You can change this as the process proceeds' and a '(Required)' label. There are two radio button options: 'Yes' and 'No'.

Once you've completed your report, you will be given a randomly selected avatar. For example

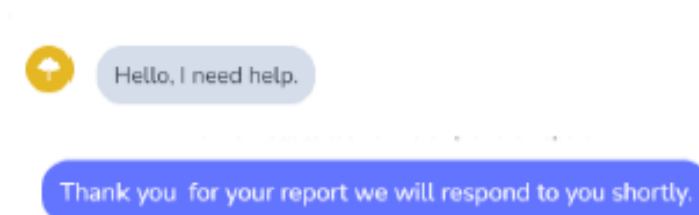
 Gold Birch



Messages in this conversation are secure and confidential

To protect your identity, an avatar has been randomly generated for this conversation

This is what you'll see once you start a conversation with a case manager.



The screenshot shows a chat interface. On the left, there is a yellow speech bubble with a gold birch icon and the text 'Hello, I need help.'. On the right, there is a blue speech bubble with the text 'Thank you for your report we will respond to you shortly.'.

6. How can I make a report?

- 1 Scan this QR code which is also included on the various posters distributed across Council.



- 2 Download the Whispli app and use this URL to access the dedicated CGD Whispli page
- 3 Visit **The Source > I Want To** and click on the Whispli icon to open the dedicated CGD landing page
- 4 [Click this link](#)
- 5 [Visit the "Speak Up" landing page on The Source](#)



7. What can be reported?

At this stage, you can only use Whispli to report inappropriate behaviours at work including:

- sexual harassment
- bullying
- discrimination
- workplace aggression or violence
- victimisation
- Workplace conflict
- Code of Conduct breaches
- Other behavioural concerns

Reports are able to be made about a CGD employee, member of the public, client, contractor or consultant or a volunteer. Any reports about Councillor behaviour must be directed to Lisa Roberts, Manager Governance.

8. Can I make more than one report?

Yes.

9. Who at Council sees reports in Whispli?

Only a very limited number of Organisational Development team members. Safeguards are built into Whispli to ensure that if a report relates to an OD team member, they will not see the report.

- When a report is first received, the Team Leader Organisational Development will review it and allocate it to a case manager.
- If the report is about the Team Leader Organisational Development, the report will automatically be escalated by Whispli to the Manager People Culture and Innovation.

- If the report is about the Manager People Culture and Innovation, the Team Leader Organisational Development will manage the report and involve the Chief Executive Officer or other executive/s as appropriate.
- If the report is about one or more of the OD Consultants, the Team Leader Organisational Development will manage the report.

10. Is Whispli available in languages other than English?

Yes. Currently users may select to access Whispli [landing pages](#) in the following languages:

- Albanian
- Arabic
- Chinese
- Greek
- Hindi
- Khmer
- Punjabi
- Serbian
- Tamil
- Vietnamese

Translation of form content into the above languages is being progressively rolled out after Whispli's launch.

11. Where can I get more help?

Whispli's support guide is a fabulous resource and should be your first point of reference. It walks you through each stage in the reporting process and includes clickable links to interactive tutorials.

[Whispli Support Guide - 440.2KB](#)

[For confidential support using Whispli, we recommend you visit their help pages](#)

You can also seek a call back from a member of the OD team by emailing <mailto:zzOrgDevAdmin@cgd.vic.gov.au>